CONNECTIVE HEALTH

CASE STUDY

CLOSING CARE GAPS TO IMPROVE PATIENT OUTCOMES

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ABOUT CONNECTIVE HEALTH

Connective Health is a healthcare interoperability and insights company focused on helping providers improve patient outcomes.

OVERVIEW

In this case study, Connective Health partnered with a small, Boston-area primary care practice serving 5,000 patients in a mix of commercial and fully capitated Medicare Advantage (MA) and Accountable Care Organization (ACO) arrangements. Accountable for closing gaps in care and hitting quality measures, the practice sought innovative tools to increase scores while easing administrative burden.

CHALLENGE
IDENTIFYING AND CLOSING CARE GAPS

Prior to adopting Connective Health, this practice used a claims-analytics tool to measure quality gaps (e.g., among colorectal screenings at local specialists or community hospitals). But information lagged by three months which was not actionable given Boston GI specialists have a four-month lead time for colorectal screenings. In addition, manually entered measures were missing 20% of the time which materially impacted scores. This resulted in an end-of-year scramble

that made reaching their 80% target score a challenge.

Only by calling or faxing information requests to Mass General Brigham, Tufts Medical Center, and other local specialists could the practice obtain a real-time picture of their patients. Ironically, this also had the effect of dramatically reducing the amount of time available for treating patients.

SOLUTION
LEVERAGING DATA-INTEROPERABILITY ACROSS EHRS TO INCREASE QUALITY

Connective Health's novel approach supplements claims by leveraging data-interoperability from external Electronic Health Records (EHRs) aggregated over time. The result is a complete, real-time picture of care gaps for 99% of patients, condensed into a two-page summary and delivered into the primary care provider's EHR.

BENEFITS
REAL-TIME DATA, FEWER CARE GAPS, BETTER-FOCUSED PATIENT OUTREACH

Knowing which patients have completed preventative care activities in real-time helps eliminate duplicative care and focuses efforts on patients most in need. Following the adoption of Connective Health, this Boston-based practice now knew which of its patients had undergone a colorectal screening with a local specialist *as of that day.*

This resulted in fewer quality gaps, specifically—

- **Cervical Cancer Screening score: +24%**
- **Colorectal Cancer Screening score: +13%**
- **Breast Cancer Screening score: +5%**